

Operational Grade Profile Level 4

<p><i>Operation and Management of Work Environment</i></p>	<p>Within supervisory role;</p> <p>Organise the delivery of effective and efficient day-to-day services and/or operations/facilities for a work unit/department, taking account of customer needs and available Resources.</p> <p>Ensure staff are trained to the required standards, monitor performance and take action to improve this where needed, communicating any requirements to staff.</p> <p>Non-supervisory role;</p> <p>Apply a good knowledge of facilities, systems or a specialist service apparatus/equipment acquired through formal training and work experience.</p> <p>May assist in the development of new systems or procedures.</p> <p>and:</p> <p>Ensure health and safety requirements are complied with.</p> <p>May be involved in the coaching of others to help them acquire skills and experience.</p>
<p><i>Planning and Organising</i></p>	<p>Review work requirements for a specific area/team, resolving problems with staff and customers.</p> <p>Plan and prioritise own and, where appropriate, a teams short/medium term activities in response to manager broad instructions.</p> <p>Implement plans for a service or facility which ensures effective operation on a day to day basis.</p>
<p><i>Service Delivery and Communication</i></p>	<p>Review customer satisfaction and build these into future operational planning, in conjunction with line manager.</p>
<p><i>Analysis and Problem Solving</i></p>	<p>Recognise/understand the impact of incidents and raise issues of concern where necessary to ensure resolution of queries and problems.</p> <p>Resolve problems through choosing between a limited number of options which have clear consequences, by following guidelines or referring to what has been done before.</p>

<i>Liaison and Teamwork</i>	<p>Liaise with service users/customers to oversee circulation of information and possibly to promote the service.</p> <p>Attend relevant meetings or events to support standard work.</p> <p>Be an active team member, contributing to the team effort and being supportive and encouraging of others in a team.</p> <p>In a supervisory role, assist in the identification of training and development needs through regular monitoring of staff performance.</p>
<i>Key Knowledge and Skills</i>	<p>Relevant work experience of 2 - 3 years.</p> <p>Ability to plan, organise and prioritise.</p> <p>Good communication skills.</p> <p>Sound knowledge of regulations and procedures including relevant health and safety standards, and the implications of non compliance.</p> <p>Within a supervisory role, able to motivate staff and deal with performance/attendance issues.</p>